Data Sheet

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FUJITSU COMPUTERS SIEMENS

# Fujitsu Siemens Computers Service Pack for Global Products LIFEBOOK and CELSIUS Mobile

**- upgrading your system's standard warranty with on-site repair worldwide**

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**Category** Service

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**The Fujitsu Siemens Computers Service Pack provides hardware maintenance service with on-site repair. The Service Pack covers the Fujitsu Siemens Computers' global products LIFEBOOK and CELSIUS mobile workstation and is therefore the option for maximum mobility for today's traveling user.**

| Product | Models |
|---|---|
| LIFEBOOK | C-, E- and S-series |
| CELSIUS mobile workstation | H-series |

**In case a hardware repair becomes necessary this Service Pack ensures high quality repair through a service technician at the customer's site**

**The Service Pack applies to the specified products and may be bought directly with the hardware or up to 90 days after purchase date.**

## Service Product Description:

The Service Pack comprises following services:

- **Call acceptance:** Calls are accepted during local business hours. Logging a call requires providing the serial no. (Product ID no.) of the affected system.
- **Customer help desk**: The help desk provides telephone support including fault analysis and diagnosis during local business hours. For help desk numbers worldwide please visit: → **http://www.fujitsu-siemens.com/helpdesk** Opening hours and more local contact details are available by clicking on the respective country names. Help desk numbers can also be found from the leaflet which is shipped with every product.
- **Fault elimination:** Fujitsu Siemens Computers provides fault elimination remotely and/or through a service technician on-site. In case of a hardware component failure (e.g. hard disk) the operability of the hardware is recovered by replacing the faulty part. The proper functioning of the hardware will be verified through error free runs of product-specific test programs.

## Service Level

- **On-site service:** The Service Pack for on-site service covers the costs for material, labor and travel if a hardware repair becomes necessary. The repair usually starts within 48 hours after the call has been logged. But for specific repairs the time for ordering new spare parts must be added. The service is rendered during standard service cover times.

  Warranty repairs and Service Packs for LIFEBOOK products and CELSIUS mobile workstations with a Global Limited Warranty can be claimed worldwide.

  The service level will be granted in the country of purchase as well as in all countries where on-site service is available. In other countries lower service levels may apply.

- **Service cover times:** This is the time when a call can be logged with the help desk and in which service will be provided. Depending on the agreed conditions, service is rendered during one of the following service cover time options:

| Service cover times |
| --- |
| Mon-Fri excl. public holidays, during local business hours |

## Period of validity

The duration for the Service Pack can be agreed with the following options

- 24 months
- 36 months
- 48 months
- 60 months

The period of validity always starts with the delivery date of the hardware.

## Pre-requisites for the Service Pack for mobile products

On-Site service requires that the affected system is physically accessible during the contracted service period.

## Recommendations/Remarks

- Data Backup is the responsibility of the customer
- For hard disk exchanges the re-installation of the operating system and the application software is not included.
- Please note, availability of service level (reaction time or service cover time) is subject to the service capability of the local service organizations. Please check the respective offer with your sales contact or reseller. Contact information is available at
  → **www.fujitsu-siemens.com/ResellerLocator/**

**The Fujitsu Siemens Computers Warranty Terms and Conditions apply to this Service Pack or Service Contract. They are available at**
→ **www.fujitsu-siemens.com/warrantydetails**

**Additional Service Terms and Conditions handed to you with this sheet are also applicable.**

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